



DECLARATION AND POWER OF ATTORNEY

As a below named inventor, I hereby declare:

That my residence, post office address and citizenship are as stated below next to my name.

That I verily believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural inventors are named below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

METHOD OF CREATING SCRIPTS BY TRANSLATING AGENT/CUSTOMER CONVERSATIONS

the specification of which was filed on September 26, 2000, having Application Serial No. 09/670,093.

That I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

That I acknowledge the duty to disclose information to be material to patentability of this application in accordance with Title 37, Code of Federal Regulations, §1.56(a).

That I hereby claim foreign priority benefits under Title 35, United States Code, §119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate on this invention having a filing date before that of the application on which priority is claimed.

Prior Foreign Application(s) None

I hereby claim the benefit under 35 U.S.C. §119(e) of any United States provisional application(s) listed below.

(Application Number)	(Filing Date)
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That I hereby claim the benefit under Title 35, United States Code, §120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, §112, I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, §1.56(a) which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

United States Application(s)

(Application Serial No.)	(Filing Date)	(Status)-(Patented, pending, abandoned)
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That all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

I hereby appoint the following attorneys, with full power of substitution and revocation, to prosecute this application and to transact all business in the United States Patent and Trademark Office connected therewith and request that all correspondence and telephone calls in respect to this application be directed to WELSH & KATZ, LTD., 120 South Riverside Plaza, 22nd Floor, Chicago, Illinois 60606, Telephone No. (312) 655-1500.

<u>Attorney</u>	<u>Registration No.</u>
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Richard L. Wood	22,839
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James P. O'Shaughnessy	27,667
Keith L. Stephens	32,632
Philip K. Yu	35,742

Full name of sole or one joint inventor:



Inventor's signature

Craig R. Shambaugh

12/04/00

Date

Residence and Post Office Address:

2223 Barger Court

Wheaton, Illinois 60187

Citizenship:

United States

Address for Correspondence:

WELSH & KATZ, LTD.
120 South Riverside Plaza
22nd Floor
Chicago, Illinois 60606

Full name of one joint inventor

Anthony Dezonno

Inventor's signature

Residence and Post Office Address:

Date

233 Pinewood Lane

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Full name of one joint inventor:

Mark J. Power

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Residence and Post Office Address:

Date

1332 Yorkshire Lane

Carol Stream, Illinois 60188

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United States

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Kenneth Verner

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Date

26W158 Houghton Court

Winfield, Illinois 60190

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United States

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Full name of one joint inventor

Jared Bluestein

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Residence and Post Office Address:

P.O. Box 85

Wilmot, New Hampshire 03287-0085

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Craig R. Shambaugh

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United States

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Jim F. Martin

Inventor's signature

Residence and Post Office Address:

Date

401 Allen Road

Woodside, California 94062

Citizenship:

United States

Full name of one joint inventor:

Darryl Hymel

Darryl P. Hymel
Inventor's signature

1/18/2001

Date

Residence and Post Office Address:

38W240 Christina Court

Batavia, Illinois 60510

Citizenship:

United States

Full name of one joint inventor:

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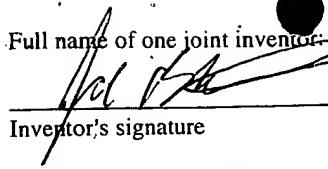
Citizenship:

United States

Address for Correspondence:

WELSH & KATZ, LTD.
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22nd Floor
Chicago, Illinois 60606

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Date

Residence and Post Office Address:

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